

CUSTOMER SERVICE SURVEY

The Kentucky Horse Racing Commission is conducting a Customer Service Survey to obtain comments and feedback from our customers. Please take a few minutes of your time to complete the survey to help us serve you better. We know your time is valuable and your feedback is important to us.

I live in Kentucky.

- ☐ Yes ☐ No

In the past year, I had contact with the following types of Commission employees **in the KHRC central office at the Kentucky Horse Park**: (Mark all that apply.)

- ☐ Management/Executive staff
- ☐ Licensing Staff
- ☐ Breeders' Incentive Staff

In the past year, I had contact with the following types of Commission employees **at a racetrack**: (Mark all that apply.)

- ☐ Test barn Personnel/ Veterinary Staff
- ☐ Thoroughbred Stewards
- ☐ Standardbred Racing Judges
- ☐ Investigators
- ☐ Licensing staff
- ☐ Thoroughbred Stewards
- ☐

In the past year, the number of contacts I have had with the Kentucky Horse Racing Commission is:

- ☐ 1 or less ☐ 2 to 5 ☐ 6 or more

The purpose of my contact with the Kentucky Horse Racing Commission was: (Mark all that apply.)

- ☐ Obtain information about racing rules, regulations or statutes
- ☐ File a complaint or question about a complaint
- ☐ Questioned by Stewards/Racing Judges or Investigator
- ☐ Disciplinary action by Stewards/Racing Judges
- ☐ Request regulatory approval by Commission/Staff

- ☐ Obtain open records information (e.g. mailing lists, reports)
- ☐ Obtain licensing information
- ☐ Pre- or post- race drug testing
- ☐ Other (specify below)

In the past year, I received services from Commission employees at the following locations: (Mark all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> Central Office (Kentucky Horse Park) | <input type="checkbox"/> Keeneland |
| <input type="checkbox"/> Churchill Downs | <input type="checkbox"/> Turfway Park |
| <input type="checkbox"/> Ellis Park | <input type="checkbox"/> The Red Mile |
| <input type="checkbox"/> Kentucky Downs | <input type="checkbox"/> Bluegrass Downs |
| <input type="checkbox"/> Thunder Ridge | |

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The Commission offices I visited were clean, orderly, and accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Commission staff I dealt with identified themselves.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Commission staff I dealt with were courteous and friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Commission staff I dealt with were able to answer my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My telephone call to the Commission office was routed to the proper person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Commission staff was available to me at convenient times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time I waited for Commission action, by phone, in person, by mail, or by e-mail, was reasonable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written materials given to me by the Commission were clear and accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Commission clearly communicated to me how to comply with the Commission's rules.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
It is easy to file a complaint with the Commission.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Commission investigates complaints and takes appropriate action.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Commission's Internet website is informative, easy to use, and names a contact person for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Commission's procedures are easy to understand and follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the Commission's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional
Comments_____

THANKS FOR YOUR INPUT! Please return this survey with your license application.